

Create your account in the Help Desk

1. Go to: <https://townofarlington.onelogin.com> [watch a video]
 - A. Initial sign in requires your entire email address and the same password you use to log in to your computer everyday
 - B. This screen is One Login where the Help Desk is launched from

When a computer issue occurs

2. Review the [Troubleshooting Guide](#) to learn about common solutions [watch a video]
3. Review the **Help** section in the software you are using to answer software specific questions. [watch a video]
4. If you still can't solve the issue, create a Help Desk Ticket. Go to: <https://arlingtonma-town.jitbit.com/>. Log in with your email address and password used when you start your computer and log in to email.
5. The Help Desk will open and display your dashboard. The Dashboard allows you to view **Tickets**, the **Knowledge base**, and create a **+New ticket** [watch a video]
 - A. The Knowledge Base will be populated over time as common problems are solved.
6. To submit a new ticket, click the **+New Ticket** button. The more details you can provide, the quicker IT staff can diagnose the issue. Include the following information:
 - A. Subject (be descriptive), Ticket Description, Category, Building, Department, Phone
 - B. Consider these questions to help formulate your Ticket Description
 - I. What specific hardware or software is the error related to? What was I doing when the error occurred? If there was an error message, what did it say? (copy and paste the text or use Snipping Tool to screenshot it) Is anyone else having the same problem or is it just me?
 - C. Create a screenshot using the Snipping tool and paste into Ticket [watch video]
 - I. Open the Snipping Tool by clicking the Start Menu, then type "snip" into the Search box
 - II. Click on the software called Snipping Tool
 - III. Click and drag a box to capture that area of your screen
 - IV. Go to your Help Desk Ticket and paste into the Description.
 - D. After submitting a Ticket, you will receive an email confirming your submission.
 - I. Click the link in the email to return to your ticket and the JitBit system.
 - II. Within JitBit, you can message with IT Staff and see status updates.

